

# “IMPACT OF RESILIENCE ON SATISFACTION THROUGH WORK-TO-LIFE INTERFACE”

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## **ABSTRACT:**

This study explored the relationship between resilience and life satisfaction through the mediating role of work-to-life interface conflict (WLC) and enrichment (WLE). In an adverse situation like the pandemic created due to Covid19, the ability to bounce back and thrive (resilience) significantly determines one's overall satisfaction with life. Drawing support from the Work-Home Resources Model (ten Brummelhuis and Bakker, 2012), it is posited that resilience (a key personal resource) is positively related to life satisfaction through increasing WLE and decreasing WLC. Data collected from 219 working Indians (55% female) supported the overall model (analysed through SEM in SPSS AMOS). Gender, age, family type, spouse work status, and spouse's work-from-home status significantly impacted the model. Women experienced more WLE than men. Participants with working spouses reported greater WLE, less WLC, and higher life satisfaction. However, when both partners worked from home, WLC was higher, and WLE and life satisfaction lesser. This study aims to find out the Impact of Resilience on Satisfaction through Work-to-Life Interface

**Keywords:** Resilience, Work-To-Life Conflict, Work-To-Life Enrichment, Life Satisfaction, Work- Home Resources Model

## **INTRODUCTION:**

The pandemic created due to Covid19 in early 2020 is touted as one of the worst disasters faced by the modern world in unison. This pandemic is a catastrophic event, which exposed humanity to never-before levels of uncertainty and stress (Bakić, 2019). Countries have seen multiple waves of infection with devastating effects. At the onset (2020), nations relied on lockdown and social distancing measures to curb the spread; it hit the economy badly, with most countries plunging into recession. In the second wave, most countries shied away from total lockdown, rather restricting localized pockets.

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To sustain in this adverse situation, positive traits like hope, optimism, resilience come to the aid. A resilient person can bounce back from adverse situations better than others (Luthans, 2002) and experiences greater satisfaction with life (Liu et al., 2013). It can be considered a key personal resource, as per the Conservation of Resources Theory (Hobfoll, 2002). Resilient individuals have more resources to begin with (Whitman et al., 2014). They can better manage their available resources, thus having increased enrichment and decreased conflict between work and life domains. Based on the Work-Home Resources Model (ten Brummelhuis & Bakker, 2012), this study explores the mediating role of work- to-life interface (conflict and enrichment) in the relationship between resilience and life satisfaction.

### **REVIEW OF LITERATURE:**

Adult individuals handle multiple roles, all needing resources (time, energy, attention), which are limited. Researchers of the positive approach to work and life interface argue that the interactions between various roles generate resources due to positive spill-over from one role to another, based on the Expansionist Approach of Marks (1977) and the Role Accumulation Theory of Sieber (1974). Others argue that such interactions create conflict (due to stress in handling multiple roles, based on the Scarcity Theory (Goode, 1960)). According to the Conservation of Resources Theory (Hobfoll, 1989, 2002), individuals are motivated to maintain their resources and create new resources. The current study is based on the Work-Home Resources Model (ten-Brummelhuis & Bakker, 2012), taking a process approach, looking at conflict and enrichment in unison. More resilient individuals utilize the resources available to them better, finding opportunity in the challenges, and hence are expected to behave more positively and constructively in adverse situations, thus experiencing more work-to-life enrichment (WLE), leading to greater life satisfaction. Such individuals are also expected to be less impacted by stressful experiences and thus experience lesser work-to-life conflict (WLC), which lessens the negative impact of WLC on life satisfaction. Thus, it is posited that a resilient individual will experience greater life satisfaction through increased WLE and decreased WLC.

### **THE CONCEPTS:**

#### ***Resilience***

Resilience is “the ability to ‘bounce back’ from adversity or personal setbacks” (Luthans *et al.*, 2006, p. 25).

#### ***Life Satisfaction***

Life satisfaction is considered as a part of subjective well-being. It comes within the purview of hedonic well-being, first conceptualized by Epicurus, who stated that the ultimate goal of life is to attain happiness with little or no pain (Keyes & Annas, 2009).

#### ***Work-to-Life Enrichment***

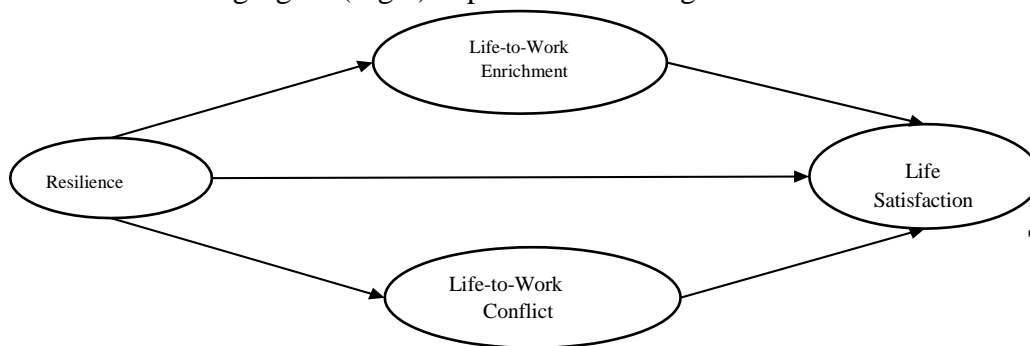
Work-family enrichment is defined by Greenhaus & Powell (2006) as “the extent to which experiences in one role improve the quality of life in the other”.

### ***Work-to-Life Conflict***

Work-family conflict is defined by Greenhaus and Beutell (1985) as “a type of inter-role conflict that occurs as a result of incompatible role pressures from the work and family domains”. It can be time-based, strain-based, and behaviour-based. It is also bi-directional in nature, i.e., work-to-family and family-to-work.

### **THEORETICAL FRAMEWORK:**

The following figure (Fig.1) depicts the nomological model.



**Fig 1.**  
**Theoretical Model**

H1: Resilience positively influences life satisfaction.

H2: Resilience positively influences work-to-life enrichment.

H3: Work-to-life enrichment positively influences life satisfaction.

H4: Work-to-life enrichment positively mediates the relationship between resilience and life satisfaction.

H5: Resilience negatively influences work-to-life conflict.

H6: Work-to-life conflict negatively influences life satisfaction.

H7: Work-to-life conflict negatively mediates the relationship between resilience and life satisfaction.

### **METHODOLOGY:**

Data was collected online from Indian working nationals through convenience sampling. An online survey questionnaire created through google form was floated within the author's network. In total, 219 fully-filled responses were received. This value is in accordance with the minimum required sample size of 200/ 10 cases per item (Kline, 2011).

Since all the data were collected through self-reported scales, Harman's single factor test was conducted for checking common method bias (Podsakoff *et al.*, 2003). Results of the one-factor model (principal component, no rotation) revealed 40.8% variance, which is less than the cut-off limit of 50%. Hence common method bias was ruled out.

Structural equation modelling (SEM) using SPSS (v.26) and SPSS AMOS (v.23) were used to validate the hypothesized model. The measurement model was tested and then the structural models were tested (Anderson & Gerbing, 1988). Firstly, confirmatory factor analysis (CFA) was conducted to examine the construct validity. Secondly, the structural model was tested using Path Analysis in AMOS.

### **DATA ANALYSIS:**

More than half the respondents were female (53%). The majority of the respondents were married (84%), 10% were single and the rest were divorced. The majority of them resided in a nuclear family (70%). Of those who were married, 78% of their spouses were working (144), out of whom 69% spouses were working from home.

### **Measures**

All the items were measured in a 5-point Likert scale ranging from 1 “strongly disagree” to 5 “strongly agree”, to measure all the latent variables. The questionnaires were presented in English using items from pre-existing established scales.

*Resilience* – 6 items of the Brief Resilience Scale (Smith *et al.*, 2008), with Cronbach  $\alpha = 0.862$ .

*Work-to-Life Enrichment* – 3 relevant items from the Work-Nonwork Enrichment and Conflict Scale (Fisher *et al.*, 2009), with Cronbach  $\alpha = 0.782$ .

*Work-to-Life Conflict* – 4 relevant items from the Work-Nonwork Enrichment and Conflict Scale (Fisher *et al.*, 2009), with Cronbach  $\alpha = 0.862$ . It is pertinent to note here that 5 items corresponded to WLC in Fisher *et al.*'s scale (2009). The item was dropped “I come home from work too tired to do things I would like to do” as it was not relevant; all the respondents were working from home at the time of conducting the study.

*Life Satisfaction* – 6 items of the Riverside Life Satisfaction Scale (Margolis *et al.*, 2019), with Cronbach  $\alpha = 0.855$ . This recent scale is more inclusive, increases the bandwidth of measuring life satisfaction while also accounting for acquiescence bias.

### **Control variables**

Demographics play an important role on the work-life interface (Byron, 2005; Lapierre *et al.*,

2018). Hence, the following control variables were considered for this study.

- i. gender (coded 1= male, 2= female)
- ii. Respondent's age (min: 27 years, max 64 years) (coded 1= 25-34 years, 2= 35-44 years, 3=45-54 years, 4= 55-64 years)
- iii. Family type (coded 1= nuclear family, 2= joint family)
- iv. Relationship status (coded 1= single, 2= married, 3= divorced)
- v. Spouse's work status (coded 1= NA, 2= no, 3=yes)
- vi. Spouse's work-from-home status (coded 1= NA, 2= no, 3= yes)

**RESULTS:**

**1. Descriptive Statistics**

The means, standard deviations, Pearson correlations, reliability estimates for the variables are given in Table 1.

**Table 1**

Means, standard deviations and correlation coefficients between variable

		Mean	S.D.	1	2	3	4	5	6	7	8	9	10
1	Gender	1.52	0.501										
2	Age	2.31	0.988	.312**									
3	FamType	1.30	0.460	-0.087	-.136*								
4	RelStatus	1.96	0.399	0.039	.265*	-0.1073							
5	SpWork	2.50	0.756	-0.045	.185*	-.143*	.205*						
6	SpWFH	1.66	0.476	-0.057	.169*	-.218**	.143*	.922**					
7	BRS	3.33	0.803	0.075	-0.025	.134*	0.038	-.133*	-.192*	(0.862)			
8	WLE	3.40	0.872	.184**	-0.127	.270**	-0.084	-.168*	-.269*	.552**	(0.782)		
9	WLC	2.39	0.936	-0.104	-0.028	-.200**	-0.068	.196**	.312*	-.589**	-.479*	(0.862)	
10	RLS	3.29	0.804	.151*	-0.013	0.1282	0.066	-.290**	-.464*	.400**	.434*	-.587*	(0.855)

Note. n= 219; \*\*p<0.01 (2-tailed), \*p<0.05 level (2-tailed); Bracketed values on the diagonal shows Cronbach alphas (α) of each scale

### 1. Testing the Measurement Model:

The measurement model was evaluated containing all the four latent variables mindfulness (resilience (BRS), work-to-life enrichment (WLE), work-to-life conflict (WLC), and life satisfaction (RLS). The results established reliability and construct validity for the model. Reliability was checked through Cronbach  $\alpha$  and CR (composite reliability), both  $>0.7$ . Convergent validity was established as for all latent variables, AVE  $>0.5$ , establishing convergent validity.

The reliabilities and construct validities for the measurement model are depicted in Table 2.

**Table 2**

Reliability, convergent validity and discriminant validity of the latent variables (measurement model)

Latent Variables	1	2	3	4	MS V	ASV	AVE	CR
1. BRS	<b>0.71</b> 5				0.46 2	0.37 2	0.51 2	0.94 2
2. WLE	.674	<b>0.73</b> 9			0.45 4	0.35 4	0.54 6	0.86 8
3. WLC	- .680	- .580	<b>0.78</b> 1		0.47 1	0.42 3	0.61 1	0.83 6
4. RLS	.446	.522	- .686	<b>0.72</b> 2	0.47 1	0.31 4	0.52 2	0.81 8

Note. Bold values depict the square root of AVE values for each of the latent variables.

### 2. Hypotheses Testing:

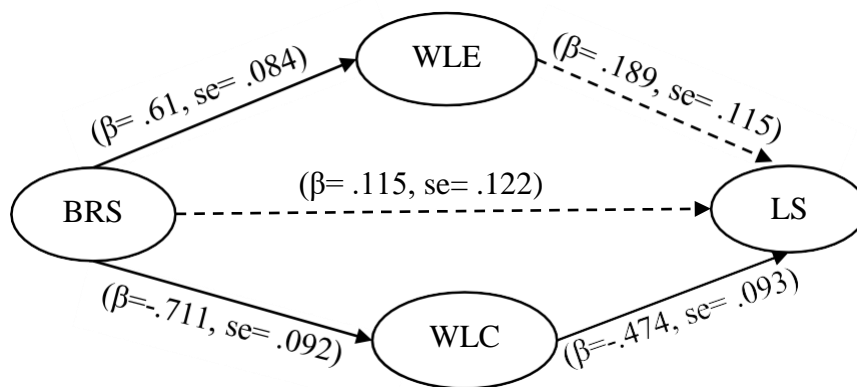
To test the hypotheses, SEM path analysis was conducted using SPSS AMOS (v.23). Four different structural models were tested for model fit, with/ without controls and with/ without moderators. Results displayed that control variables (some) indeed have impact on the model, and presented a much better model fit. The role of control variables is explained in greater details, in the next sub-section. Table 3 depicts the model fit indices values for the measurement model and the structural models.

From the model fit indices (as given in Table 3), it can be seen that including the controls provide the best fit than when excluded. Hence, Model 2 (i.e., the structural model with controls) is considered here for further discussion.

**Table 3**  
Model Fit Indices for measurement model and structural models.

Models	$\chi^2$	df	RMS EA	NFI	CFI	TLI	$\chi^2 / df$
Measurement Model	185.34	14	0.043	0.91	0.98	0.97	1.269
Model1 (BRS→RLS; BRS→WLE→RLS; BRS→WLC→RLS)	190.05	14	0.046	0.91	0.97	0.97	1.293
Model2 Model1 with controls	278.73	237	0.040	0.902	0.984	0.979	1.176

Overall, the hypothesized model was supported by empirical data. Fig. 2 below depicts the results of the path analyses.



**Fig. 2: Structural Equation Modelling Results (n = 219)**

Hypothesis 1 proposed that resilience positively impacts life satisfaction, this was not statistically significant ( $p = 0.346$ ). Hypothesis 2 proposed that resilience positively influenced WLE, this was strongly significant ( $\beta = 0.610, se = 0.084, p < 0.001$ ). Hypothesis 3 proposed that WLE positively influenced life satisfaction, this was not statistically significant ( $p = 0.100$ ). Hypothesis 5 proposed that resilience negatively influenced life satisfaction, this was strongly significant ( $\beta = -0.711, se = 0.092, p < 0.001$ ). Finally, hypotheses 6 proposed that WLC negatively influenced life satisfaction, this was also found to be strongly significant ( $\beta = -0.474, se = 0.093, p < 0.001$ ).

**DISCUSSION:**

This study explored the impact of individual resilience on life satisfaction through work-to-life interface (WLC and WLE). An adverse situation like the Covid19 pandemic increases stress and worries due to the uncertainties involved (Bakić, 2019). An economic downturn, uncertainty about the future, health worries about family, and self are all major sources of stress. The constant worrying is much more stressful than in pre-covid circumstances. Many have directly or indirectly been affected, with known ones (family, friends, relatives) fighting or succumbing to the disease. Still, others have lost their jobs, taken a pay cut, or worried about their employment status. Many have also reported mental health issues.

It is believed that if the study is replicated in the post-pandemic normal period, the results may come out somewhat differently.

For example, data revealed that those whose spouses were also working experienced increased WLE, decreased WLC, and increased life satisfaction. One reason for this could be the financial stability a dual-earning household provides.

Especially with the economic downturn happening, families with both partners working go a long way in alleviating the financial stress. Then again, respondents experienced increased WLC, decreased WLE, and decreased life satisfaction for those families where both partners were working from home. It is likely because of conflicting work and life demands and unequal sharing of responsibilities. In Indian society, women are expected to share more household responsibilities than men. Hence, balancing work, household, and parental demands is likely to stretch the limited resources. Both spouses working creates additional stress on handling household (and parental) responsibilities, thus leading to decreased enrichment levels. Finally, resilience is observed to decrease with age, and this also can be because of the age group of the respondents (27 – 64 years), who are also the ones most infected by the Covid19 second wave in India.

**CONCLUSION:**

Overall, the model received empirical support. In an adverse situation like the one created by the covid19 pandemic currently faced by humanity, positive traits like resilience play a major role in hanging on and bouncing back. It is hoped that this study will accentuate understanding of the interactive domains of positive psychology and work-life interface and aid practitioners and academicians alike.

A comparative study across nations with contrasting gender egalitarianism levels may help understand whether the model holds cross-culturally.

In less gender-egalitarian societies like India, the onus of household chores falls on the wife more than the husband. Staying in a joint family alleviates these demands somewhat, with other family members sharing the workload. Having cross-cultural families (inter-regional marriages, etc.) and the cultural impact or strain affecting family interference is yet another area that needs to be explored, more so in the Indian context. Resilience in individuals positively influences their life satisfaction, and work-to-life enrichment positively mediates the relationship, whereas work-to-life conflict negatively mediates the relationship.

Finally, in this pandemic situation, additional stressors are created in the general environment. Conducting a longitudinal study with post-pandemic data may reveal further important insights.

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